

**FRANKLIN COUNTY
DEPT of JOB and FAMILY SERVICES
80 E. Fulton Street
Columbus, Ohio 43215**

J O B A N N O U N C E M E N T

POSITION TITLE: Social Service Aide 2 **PCN:** 107141
(Bargaining)

DEPARTMENT: Medical Support Services **P. R.:** O2

REPORTS TO: Office Manager 1

RESPONSIBILITIES: Determine initial and ongoing eligibility for NET (non-emergency transportation), Title XX, and Pregnancy Related Services (PRS) transportation services. Forward Medical Transportation Application (489) to doctor's office for completion so customer's needs are identified. Answer telephone calls to determine the mode of transportation to medical appointment required; date and time of the customer's scheduled medical appointment; precise address of trip's origin and destination; number of individuals traveling together, etc. Answer telephone calls to determine the mode of transportation for LEAP student to day care provider and school, including precise time school begins and day care provider location. Notify contracted provider(s) of scheduled trips and/or prepare and issue the required number of bus passes for distribution through US Mail.

Accurately complete and maintain individual and unit records and reports of service authorizations received, request for services, cab trips scheduled, and bus tickets mailed using computer. Assist in data collection for daily, weekly, and monthly reports. Identify and define problems accurately and make recommendations for corrective action. Attend unit meetings, individual conferences, and training sessions. May assist other units to eradicate backlogs and provide staff coverage. Establish and maintain positive working relationship with co-workers, Total Case Managers, other Agency staff, Transportation customers, and contracted service provider(s). Communicate with Transportation provider(s) by telephone, fax, computer, and/or mail to coordinate customer services. Advise the Total Case Manager when changes in the customer's circumstances affect service needs and/or eligibility for services.

MINIMUM QUALIFICATIONS: High School diploma or GED is required; supplemented by six (6) months of experience in customer service; or any equivalent combination of training and experience.

STARTING SALARY: \$ 10.47 per hour. 180 day probationary period.
Plus a Comprehensive Benefits Package

DATE POSTED: Thursday, December 1, 2011

DEADLINE TO APPLY: Wednesday, December 7, 2011

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.